



Frontline Foundation Offline Player (OLP) User Guide Document

Desktop version

Revision History

Date	Version	Author	Comments
20 February 2019	3	Harbinger	Draft

Supported Software:

Browser Versions:

- Google Chrome Version 71+
- Mozilla Firefox Version 64+
- Internet Explorer 11

Windows Versions:

- Windows 7 and above

Admin access: Admin access is required to install offline player

Contents

Section 1.....	4
Installation Guide.....	4
Section 2.....	9
Launching the Frontline Foundation Offline Player.....	9
Logging into the Frontline Foundation Offline Player	10
List of Learning Page in the Frontline Foundation Offline Player.....	11
Downloading a Course	13
Launching a Course	14
Viewing Progress Details.....	15
Section 3.....	17
Deleting a Course	17
Exiting the Frontline Foundation Offline Player	17
Offline Player Settings.....	17
Section 4.....	20
Uninstalling the Frontline Foundation Offline Player	20
Need more help?	21

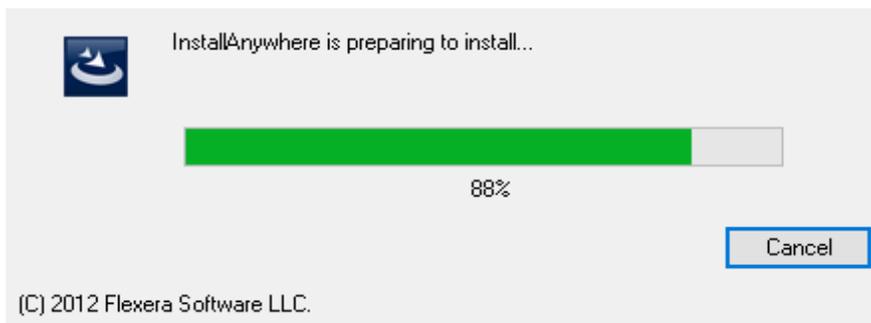
Section 1

Installation Guide

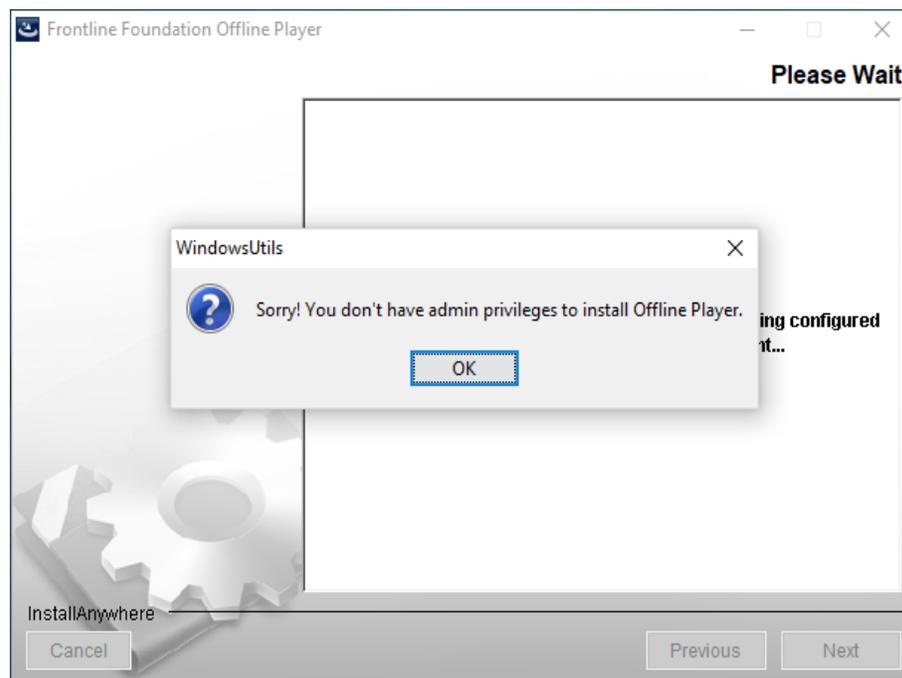
Double click on the OLP setup for installation. Please note that Admin privileges are required to install the Offline Player (OLP). This will start the installation process.

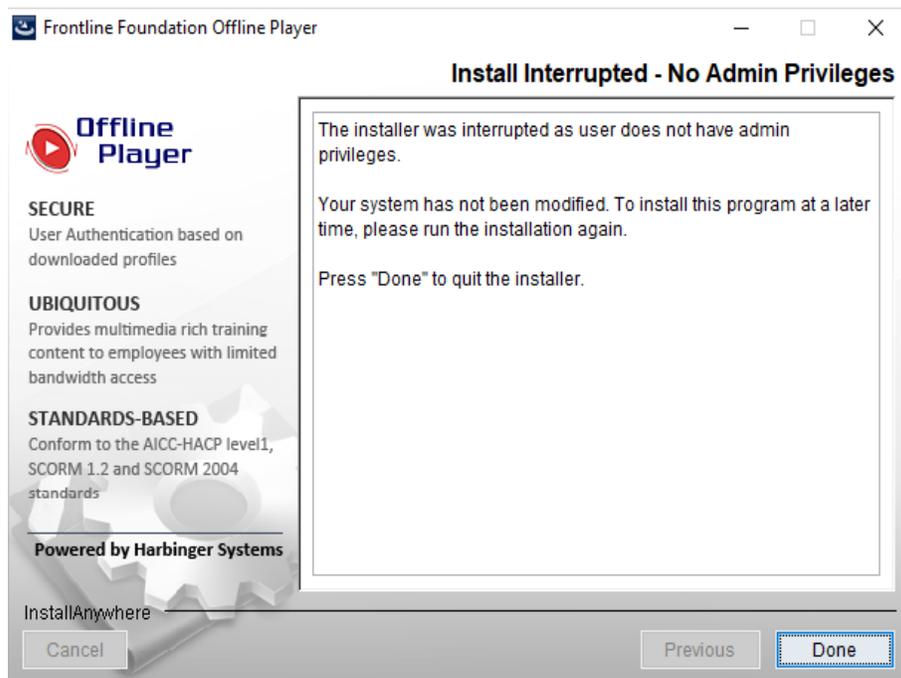


InstallAnywhere



If you do not have admin privileges, you will see the screen below:

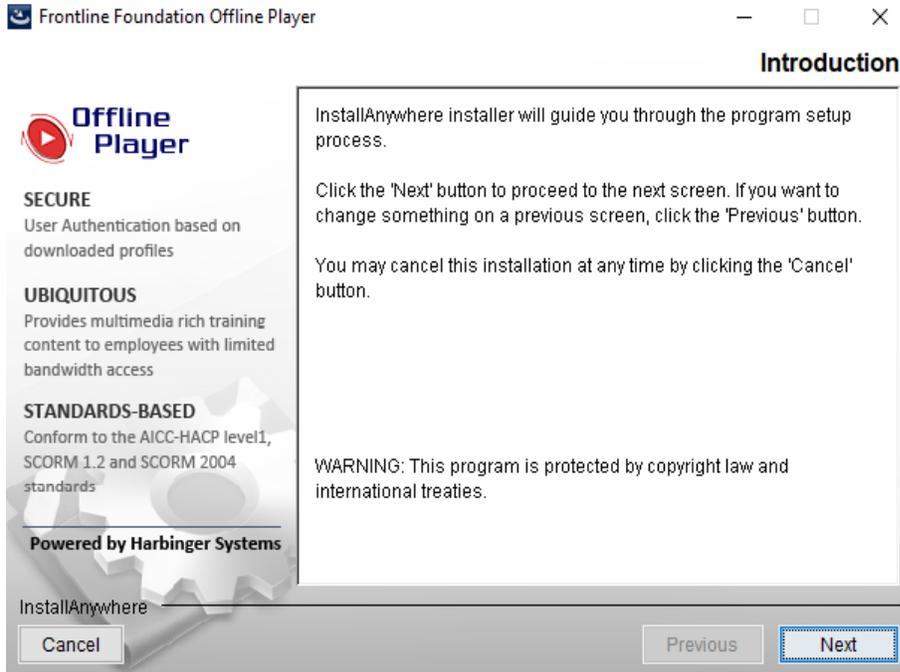




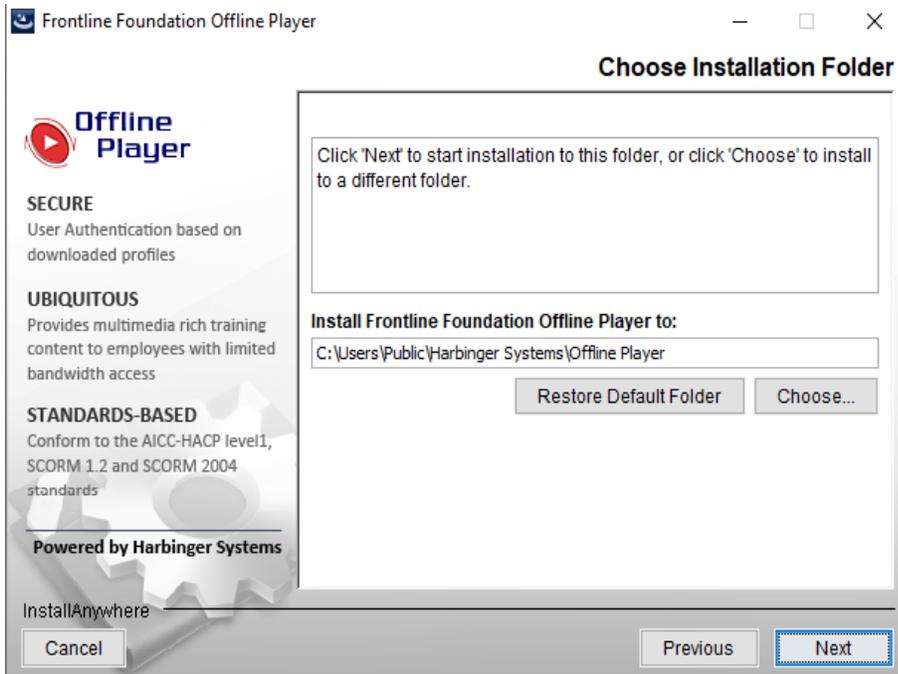
Please contact an administrator to continue the OLP installation.

If you have admin privileges, you can continue the installation by following these steps:

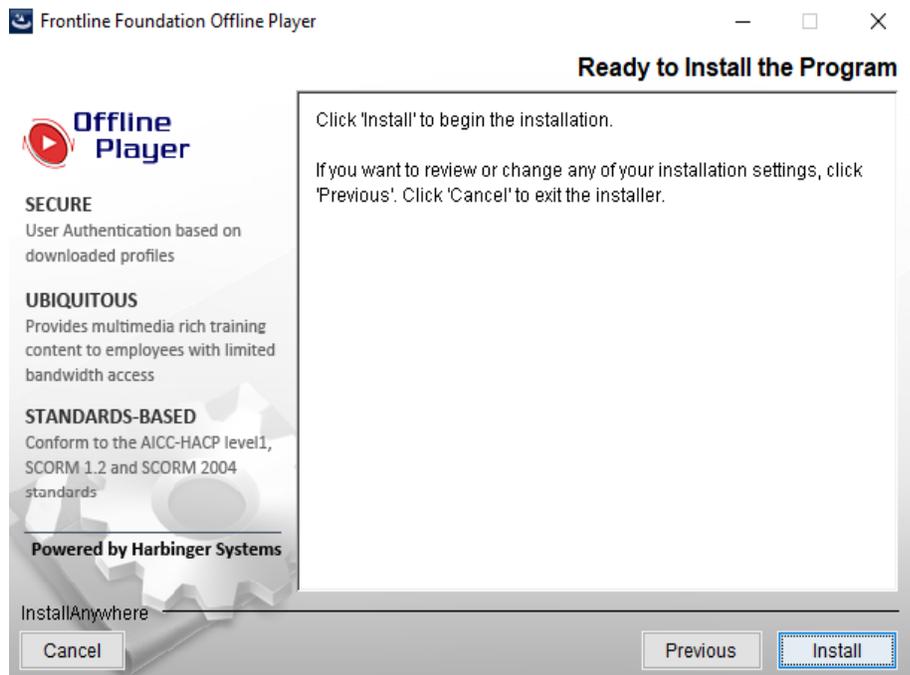
1. Click on the **Next** button



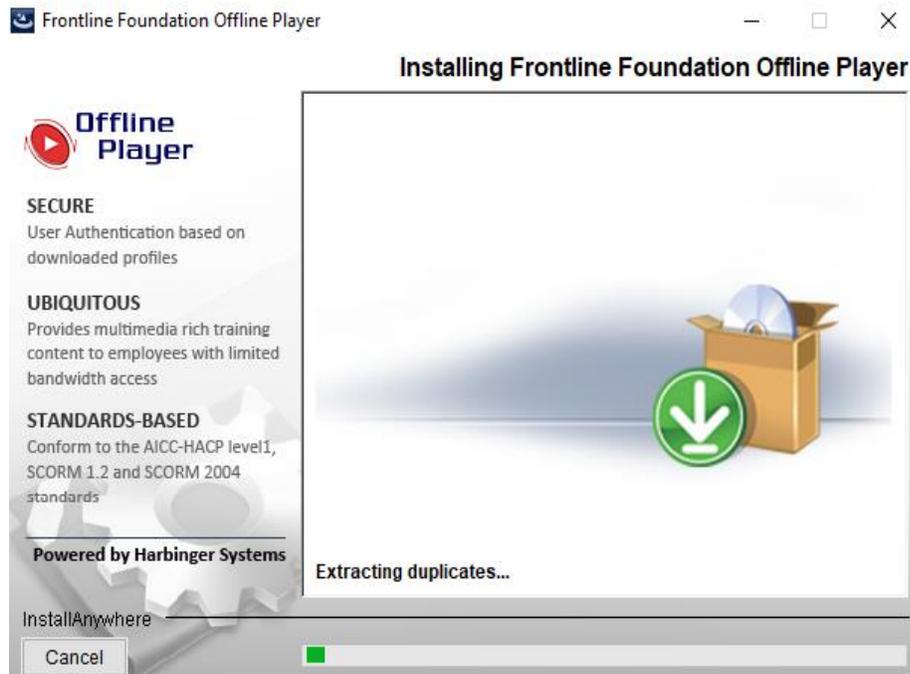
2. Select the directory path where you want to install OLP. The default recommended path is :- C:\Users\Public\Harbinger Systems\Offline Player
3. Then click the **Next** button.



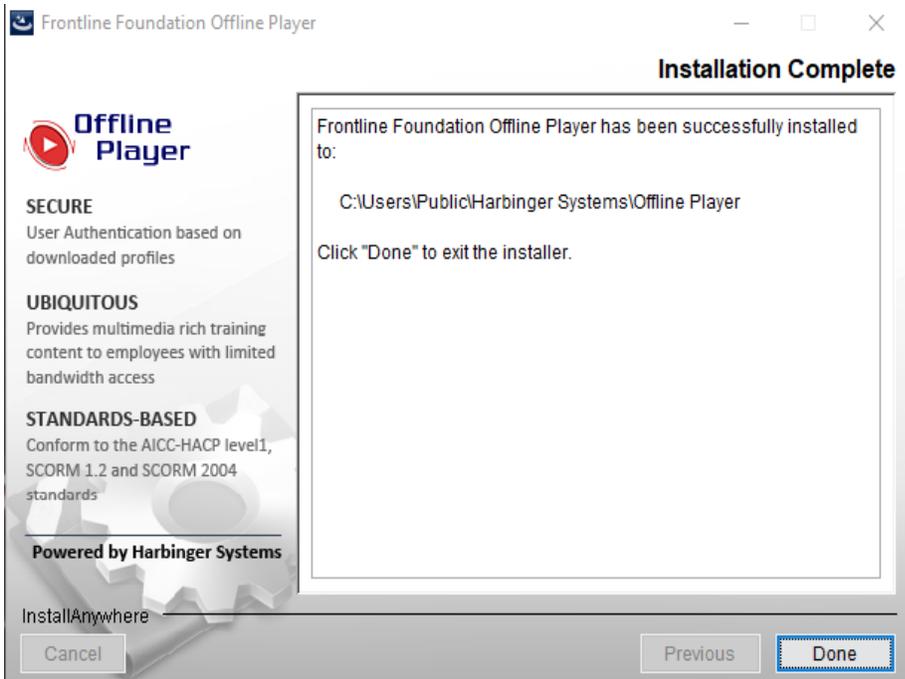
4. Click the **Install** button to proceed with the installation.



5. Please wait while installation is in progress.



6. Once the installation is completed, click the **Done** button.



Section 2

Launching the Frontline Foundation Offline Player

If you are accessing the OLP for first time, an internet connection is required. The following steps will guide you through downloading the course material so that you can study the courses offline.

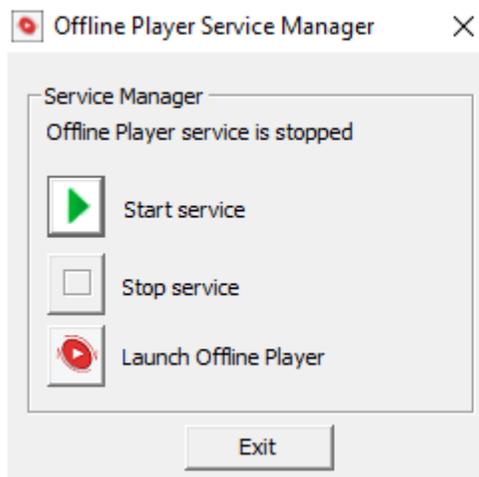
The first step is to launch the **Frontline Foundation Offline Player**.

To launch the Frontline Foundation Offline Player

1. Click the **Start** button on the Windows task bar. Select **Programs >> Frontline Foundation Offline Player** and click **Frontline Foundation Offline Player** from the programs list. The *Login* page is displayed.

OR

2. Right click on the **Offline Player Service Manager** icon displayed in the system tray of your computer.
3. Select Launch Offline Player.



Start Service: Service should be running to access offline player

Stop Service: If you stop OLP service, you will not be able to access OLP.

Launch Offline Player: It will launch the OLP. If OLP service is not running, it will start the OLP service internally.

OR

4. Double click the **Frontline Foundation Offline Player** icon displayed on the Desktop of your computer.



Note:

1. An internet connection is required for:
 - Authenticating the user for the first time
 - Viewing the list of courses assigned to the user
 - Downloading the course content and the course progress
 - Synchronizing i.e. receiving and sending tracked progress data from and to the online Learning Management System
2. While using the OLP, do NOT reload your browsers or use the browser back button.
3. The following are the synchronized trigger points configured in the OLP:

Synchronization is the process whereby progress data is exchanged between the LMS and the OLP.

 - On login, a two-way sync happens. The system will identify and keep the latest progress on your computer.
 - After exiting a course, when the user clicks on the Back button, course progress is sent to the LMS.
 - When the user exits/closes the OLP, progress data is sent to LMS.

Logging into the Frontline Foundation Offline Player

To log in to the Frontline Foundation Offline Player

(Note: If you are accessing the OLP for the first time, an internet connection is required. **Be sure the pop-up blockers are disabled.** To learn more, click on the given link.)

1. Launch the **Frontline Foundation Offline Player**.
2. Type in the user name and password you use to access the LMS.
3. Click the **Login** button. The software will authenticate the data and if your credentials are valid, you will be taken to the *List of Learning* page.

Login

Note: If you are accessing OLP for first time, Internet connection is required. Please ensure pop-up blocker is disabled on the browser, [click here to know more.](#)

If this is the first time you are logging in, you will see a short demo explaining the icons. Click the **Next** button to move through the demo. When required, a user may refer to the help document by clicking the 'Help' menu on the List of Learning screen.

List of Learning Page in the Frontline Foundation Offline Player

The *List of Learning* page displays the list of courses assigned to you on the LMS. Each course is launched individually. From the *List of Learning* page, you can perform multiple operations for example, download, launch, track and delete a course.

The *List of Learning* page displays the following information:

Field	Description
Course Name	Displays the name of the course.
Expiry Date	Displays the expiry date of the course. Courses will automatically delete from your computer when they pass their expiry date.
Action	Click the Download icon to download the course. Once downloaded; this icon will be replaced by launch icon.
Progress	Displays the course progress.
Delete	Click the Delete icon to delete the course. This option will delete the course content with the progress data from OLP. Progress should be

	synchronized with the LMS BEFORE you delete a course with its associated progress.
Status	Displays the current status of the course. The status can be: Complete: The course is complete Incomplete: The requirements for completing the course have not been met. Not Attempted: The course has not been started.
Synchronize with LMS?	Displays Yes , if the progress is synchronized with LMS. Displays No , if the progress is not-synchronized with LMS.

The icons for each option are shared below:

Icon	Description
	Downloads the Learning Unit
	Launch the Learning Unit
	This shows the progress as incomplete. Click this icon for more details.
	This shows the progress as complete. Click this icon for more details.
	This shows the course is synchronized with LMS.
	This shows the course is not synchronized with LMS.
	Used to delete the course.
	Clicking on List Of Learning button will take you to List Of Learning page.
	Clicking on back button will take you to the previous page.

List of Learning

Course Progress data is synchronized with the LMS, when internet connection is available.

Course Name	Action	Progress	Expiry Date	Synchronized with LMS?	Status	Delete
IFBA Alpha 2		***	Unlimited Access	✓ Yes	N/A	

Downloading a Course

The course download process enables you to take the course offline. While downloading the course, you will be able to view the progress of the download. Please wait until the course package is downloaded to your device, opened and made available for tracking in the Offline Player.

To download a course in the Offline Player

Click the **Download** icon, under the Action column.

List of Learning

Course Progress data is synchronized with the LMS, when internet connection is available.

Course Name	Action	Progress	Expiry Date	Synchronized with LMS?	Status	Delete
IFBA Alpha 2		***	Unlimited Access	✓ Yes	N/A	

Once the course has been downloaded to your computer, you can disconnect from the Internet.

Course Download

Offline Player has successfully downloaded and installed the selected course. You need to login again to track the course in Offline Player.

Download complete 	Course ID: 5b7eeb4cd5348a5485169908
Extraction complete 	Course Name: IFBA test7
	Expiry Date: Unlimited Access

Login

Clicking on launch player icon, under the Action column) will take you to the login page. You need to login in OLP to access the course.

Launching a Course

Next to any downloaded course, you will see the launch icon in the Action column. Clicking the launch icon will take you to the Table of Contents (TOC) page of the course.

List of Learning

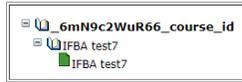
Course Progress data is synchronized with the LMS, when internet connection is available.

Course Name	Action	Progress	Expiry Date	Synchronized with LMS?	Status	Delete
IFBA Alpha 2			Unlimited Access	 Yes	Completed	

From the TOC screen you can launch the learning unit. Click on **Back** button or **List of Learning** button to get back to the List of Learning Screen. (Remember not to click the back button on your browser – you need to do within the OLP software).

Table of Contents: IFBA Alpha 2

Please select a lesson or topic from the Table of Contents to proceed.
Disable all popup blockers before clicking on any lesson or topic.



Back

Viewing Progress Details

The Progress Details page displays your progress for the selected course. The following details are displayed for each selected course:

Field	Description
Module Name	Displays the name of the Learning Unit
Status	<p>The status can be one of the following:</p> <ul style="list-style-type: none"> • Completed: Indicates that you have performed and completed that Learning Unit. • Incomplete: Indicates that you have not completed that Learning Unit. • Passed: Indicates that you have completed that Learning Unit and passed the assessment. • Failed: Indicates that you have completed that Learning Unit but not passed the assessment. • Not Attempted: Indicates that the Learning Unit has not been attempted.
Time	Displays the total time you have accessed the Learning Unit.

Synchronized with LMS?

Displays **Yes**, if the progress details for that Learning Unit are synchronized with the LMS. Displays **No**, if the progress details for that Learning Unit are not synchronized with the LMS.

Click on the **back** button or **List of Learning button** to get back to List of Learning Screen.



Progress for IFBA Alpha 2

Displays progress details of modules attempted by learner.

Back

Module name	Status	Score	Time	Synchronized with LMS?
IFBA test7	Passed	80	00:07:13.46	✓ Yes

Section 3

Deleting a Course

You may delete a course that was downloaded in **Offline Player** by following the steps below, to delete a course.

To delete the course from the Frontline Foundation Offline Player

Click the **Delete** icon displayed in the *Delete* column. Both the course and user's progress details are removed from the **Frontline Foundation Offline Player and from your computer**. Before deleting the course, progress should be synchronized with the LMS. Synchronization can be achieved automatically using sync trigger points as discussed on page 9.

Exiting the Frontline Foundation Offline Player

To exit the Frontline Foundation Offline Player

Click the **Exit** button at the top right corner of the window or close the browser tab of the OLP.

Note: You may not be able to exit the Offline Player by clicking the Exit link because of browser restrictions. In this case, to exit the Offline Player, close the browser tab by clicking the (X) button at the top right corner of the browser tab or you can close the browser completely.

Offline Player Settings

The user can customize certain settings in the OLP. These settings, relate to the proxy server, synchronization, debugging and URL settings are found in the Offline Player Settings dialog box.

Right click on the **Offline Player Service Manager** icon located at the bottom right corner of the screen in the system tray. Select the **Offline Player Settings** option.

OR

Click the **Start** button on the Windows task bar, select **Programs >> Frontline Foundation Offline Player** and click the **Frontline Foundation Offline Player Settings** from the programs list.

You can customize the following details:

Field	Description
Proxy Server Settings: ONLY MAKE CHANGES HERE WHEN SUPPORT PERSONNEL ADVISE YOU TO. Making unsupervised changes here can cause the software to stop working.	
Enable Proxy	Click this check box if you want to enable or change the proxy server and proxy port settings. The Offline Player reads the default proxy settings of your machine from the system registry and uses them to make connections to the LMS when it downloads and syncs. If you use proxy settings that differ from the default settings, you need to specify the IP address of the proxy server and the proxy server port.
Proxy Server	Type the proxy server IP address in the text box.
Proxy Port	Type the proxy server port in the text box.
Auto Synchronization Settings	
Enable Auto Synchronization	Click this check box and configure the time interval in minutes, if you want to enable automatic synchronization. This feature will trigger the sync process at the time interval specified.
Interval	Type any positive integer value to set the time interval for automatic synchronization. If it is set to 0, the auto sync does not take place. For example, if the interval is set to 15, then every 15 min. progress will be uploaded to the LMS.
Debug (On/Off)	If you click the Off radio button; only errors and exceptions will be logged in the logs files of Offline Player. If you click the On radio button, errors, exceptions and routine log messages will be logged in the logs file of Offline Player.
URL Settings	
Help URL	This is the configured URL for the Offline Player help file. There should be no need to change it.

Note: Click the **OK** button in the *Offline Player Settings* dialog box. This will restart the Offline Player service and the changes will take effect.



Section 4

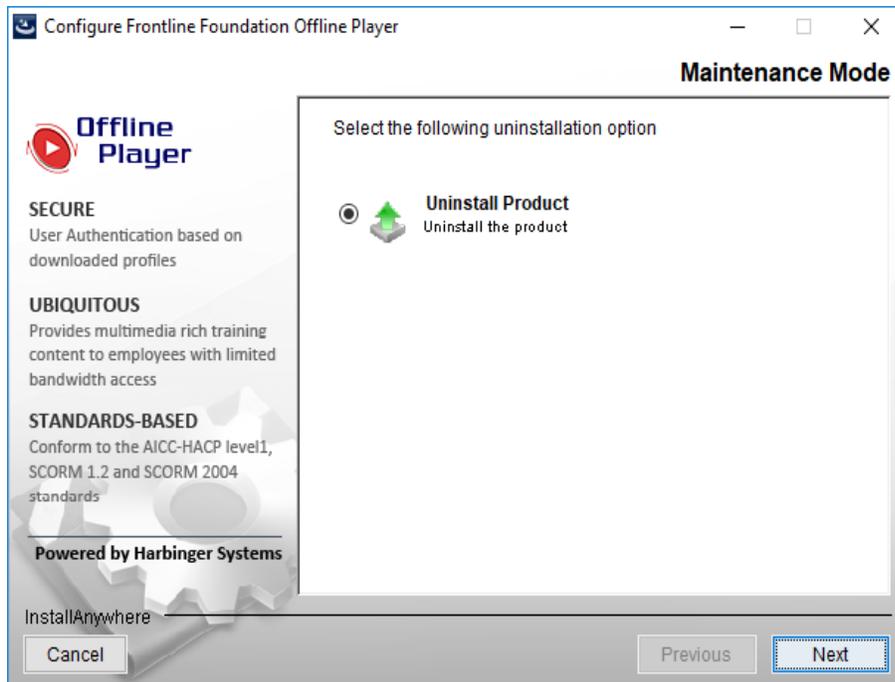
Uninstalling the Frontline Foundation Offline Player

The **Frontline Foundation Offline Player** can be uninstalled through the Control Panel of your computer. Follow the steps below, to uninstall the **Frontline Foundation Offline Player**.

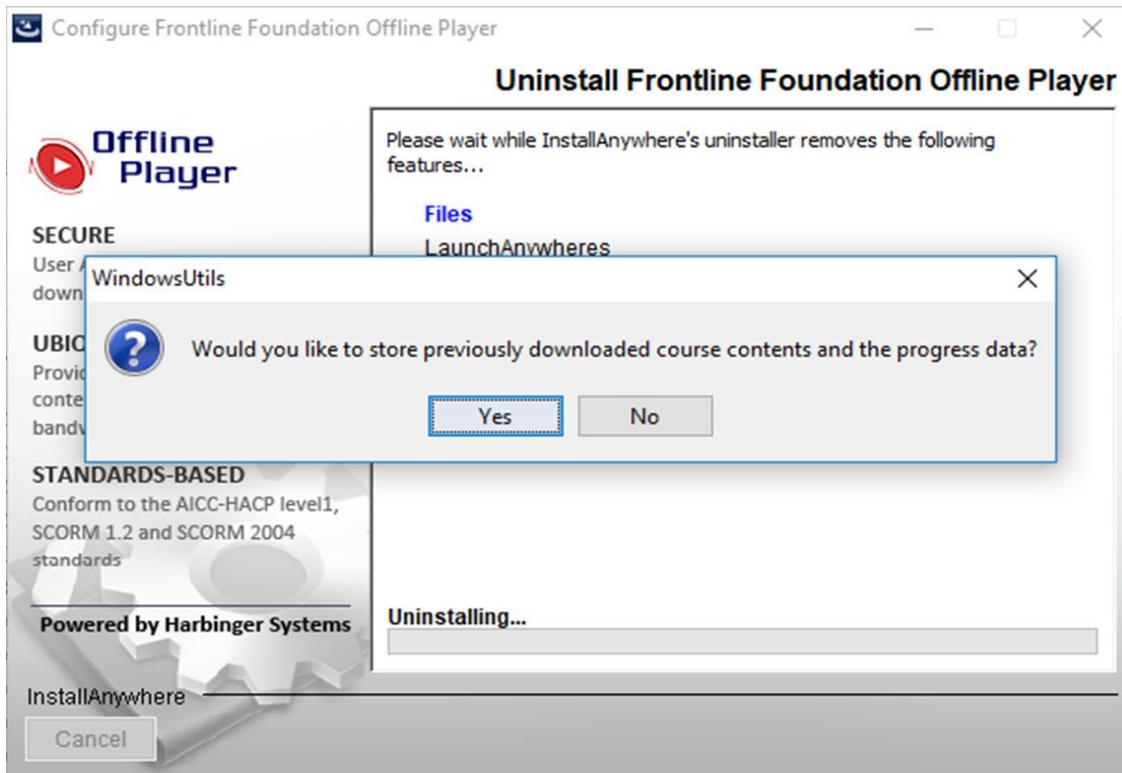
To uninstall the Frontline Foundation Offline Player

1. Open **Control Panel**.
2. Click **Programs and Features**. The *Uninstall or change program* dialogue box will display all the currently installed programs on your machine.
3. Select **Frontline Foundation Offline Player** from the currently installed programs list and click the **Uninstall/Change** button.
4. The uninstall screen for the Offline Player will be displayed. Check the Uninstall Product radio button if it is not checked by default. Then click the **Next** button to complete the uninstallation.

Click the **Next** button to uninstall the Offline Player:



During the uninstall you will be prompted for the downloaded data backup, i.e. making a backup of course content and user progress. **If you want to make a backup, click 'Yes' else choose 'No'. Backup data will be imported automatically into the OLP if you reinstall the OLP.**



Even after uninstalling the Frontline Foundation Offline Player from the Control Panel, some files may remain on the hard disk of your computer. Please delete those files manually from the directory. The **default path is: C:\Users\Public\Harbinger Systems**

Need more help?

Please contact support@frontlinefoundation.org if you need more help.